

Mastering HR Information: Analysing & Acting On The Staff Survey

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Monash University HR Management Conference

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Agenda

- > Who is Voice Project?
- > Why did Monash University do a survey?
- > Survey process
- > Survey analysis
- > Survey follow-up
- > Questions

Who Is Voice Project?

- > We are the external supplier chosen to help deliver Monash University's recent Staff Attitude Survey.
- > We're a research and consulting company based in Macquarie University, headed by Dr Peter Langford who is also a Senior Lecturer in the Dept of Psychology.
- > Our purpose is "improving organisations by giving people a voice".
- > We specialise in organisational surveys and the diagnosis of culture, leadership and passion.
- > We've conducted 200 survey projects with 100 clients, with as few as 30 participants and as many as 30,000. In total we have "given a voice" to 250,000 people.
- > Our clients include 14 Australian universities, against which we will benchmark Monash University's results.

Why Did Monash Do A Staff Survey?

> **Assessment**

- > Assess strengths, risks and priorities for action, based on “performance” and “importance” scores, for the University as a whole and for individual units.

> **Benchmarking**

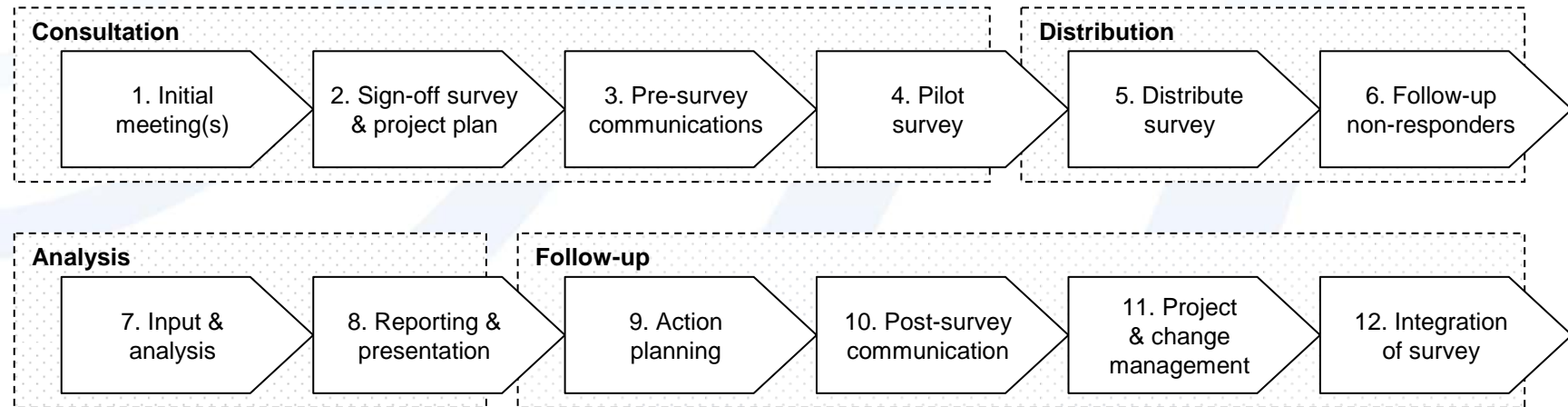
- > With Voice Project’s university database and all-industry database,
- > Across different units within Monash University,
- > Across time to evaluate interventions and explore trends.

> **Consultation**

- > Increase participation in decision-making by giving employees a “voice”,
- > The Australian Universities Quality Agency (AUQA) encourages employee involvement and measurement of HR performance indicators.

Survey Process

> Surveys typically follow these four major stages:



> Monash University is currently finishing the third stage (“Analysis”) and about to enter the final stage (“Follow-up”).

Survey Analysis

- > The following slide is designed to show two pieces of information:
 1. The format of results for units within Monash University (to give you an early taste of the format of reports), and
 2. The aggregated results for 10 of the 14 universities with whom we have worked (to give you a “best guess” of the results that you’ll see).

- > Please note: The following slide does not show results for Monash University, but for the aggregated results in Voice Project’s university benchmarking database.

Benchmark Data From 10 Australian Universities

Excellent >=80%
 Good 50-<80%
 Low <50%

Legend
 SD D M A SA

>=75%
 25-<75%
 <25%

		%N/A	Mean	% Fav	Aust Uni	Aus Econ	Impact On	Impact On
					Bench	Rank	Employee	Bottom Line
							Engagement	Results
EMPLOYEE ENGAGEMENT		6%	3.8	72%				
	- Organisational Commitment	5%	3.8	73%		66%		
	- Job Satisfaction	4%	3.9	78%		56%		
	- Intention to Stay	10%	3.7	64%		62%		
			2.5			71%		
BOTTOM LINE RESULTS		15%	3.5	53%				
	- Organisation Objectives	16%	3.6	60%		27%		
	- Change & Innovation	18%	3.2	37%		26%		
	- Student & Staff Satisfaction	9%	3.6	62%		31%		
			2.5			28%		
PURPOSE	Organisation Direction	5%	3.5	56%		44%		
	Results Focus	1%	3.7	65%		22%		
	Mission & Values	4%	4.0	79%		55%		
	Ethics	3%	3.8	73%		51%		
	Role Clarity	0%	4.0	81%		44%		
PROPERTY	Diversity	4%	3.8	72%		27%		
	Resources	1%	3.6	60%		42%		
	Processes	2%	3.2	40%		26%		
	Technology	2%	3.5	56%		47%		
	Safety	4%	3.8	70%		47%		
PARTICIPATION	Facilities	7%	3.4	50%		37%		
	Leadership	9%	3.3	42%		28%		
	Section Managers/Directors	3%	3.7	65%				
	Recruitment & Selection	8%	3.3	43%		30%		
	Cooperation Across Monash	6%	3.0	26%		28%		
UNIVERSITY	Learning & Development	3%						
	Involvement	4%	3.3	45%		57%		
	Rewards & Recognition	3%	3.5	56%		60%		
	Performance Development	10%	3.5	55%		55%		
	Supervision	3%	3.8	73%		42%		
PEOPLE	Career Opportunities	8%	3.1	33%		52%		
	Workload	4%	3.2	39%				
	Research	43%	3.6	58%				
	Teaching & Learning	49%						
	Community Engagement	42%	3.5	53%				
PEACE	Industry Engagement	45%						
	Motivation & Initiative	8%	3.8	72%		58%		
	Talent	6%	3.9	76%		51%		
PEACE	Teamwork	5%	4.1	85%		38%		
	Wellness	4%	3.5	54%		26%		
	Work/Life Balance	5%	3.8	68%		29%		

Survey Follow-Up

- > Results are about to be cascaded down through the University.
 - > A detailed overall report will be delivered to the VC and executive group.
 - > Individual reports will be delivered to all Faculties/Divisions/Schools/etc (with 10 or more responses).

- > The exact method of responding to the survey results has not yet been decided. Nevertheless, a typical approach would be for action-planning to occur at all levels of the University.
 - > “Global” actions are developed by the executive group in consultation with others groups and individuals throughout the University.
 - > “Local” actions are planned within individual units.
 - > Performance against action plans are monitored on a regular basis.
 - > The survey is repeated to track improvements over time.

Questions?

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